North Carolina

Subsidized Early Education for Kids (SEEK)

PROVIDER WEB PORTAL

User Guide

July 25, 2011

Table of Contents

1.0   INTRODUCTION

This user guide provides information about the features and functionality of the North Carolina SEEK Provider Web Portal, commonly referred to as "the Provider Portal or "the portal".

The Provider Portal is an internet based application used by child care providers to research information regarding children on the SEEK program. The portal can be accessed from any location where you have an internet connection and know your user ID and password.

The Provider Portal provides information regarding you, as a provider, authorization information regarding the child, and responsible adult cardholder information. When logged into the Provider Portal application, the user has rights to view only the provider related information associated with their User ID. No other provider's information is accessible.

1.1   About This Guide

Purpose

This document describes the processes for accessing the Provider Web Portal, for viewing provider profile, authorization and transaction information specific to the provider logged into the application. This user guide is intended as a resource manual when using the application.

Use of this Guide

The user guide does not provide step-by-step instructions for site navigation; however, it does provide detailed screen information and instructions for conducting inquiries. For additional assistance with the application, please contact the Provider Helpline at 1-877-606-2776.

Graphics

The graphic illustrations in this guide are screen captures that show whole or partial North Carolina Provider Portal screens. The entries seen in the illustrations in this guide are not actual provider data. It is possible that the data or screens you see in the live application may vary slightly from the screen captures in this manual. Some updates may have been completed after the time of printing of this manual. For questions on items of this nature, please also contact the Provider Helpline at 1-877-606-2776.

1.2   About the North Carolina SEEK Provider Web Portal

The North Carolina Provider Web Portal is primarily a "see" system, which means you will be viewing data within the application as opposed to "doing" any type of data entry. You will view specific child care data and help manage attendance through the SEEK program. All Portal screens use drop-down menus and point-and-click techniques to provide you with an easy-to-use method to access and view child care transaction data. You can retrieve and view data associated with:

- Your provider profile
- The list of children for which you have been authorized to provide care

2.0   PROVIDER PORTAL BASICS

This section describes basic information on accessing the North Carolina Provider Portal, logging in to the website, and other common screen information.

2.1   Accessing the Provider Portal

To access the Provider Portal, your computer must be connected to the internet. Follow the steps below:

- Open your internet or web browser (i.e., Internet Explorer, AOL, Firefox, Safari, etc.)

- Type the North Carolina Provider Portal address into the address box at the top of the screen: www.ncseek.nc.gov . (It is recommended to set this website address as a 'Favorite" in your browser.)

- Press the Enter key

The website opens at the Login Screen, which requires a valid login (User ID) and password. The User ID is your 9-digit provider license number. If you are a non-licensed facility, the User ID is your Facility ID number instead.

Your initial password is the 5-digit zip code of your facility. For security reasons, you are forced to change your password at your initial login. You will also set up a security question in case you forget your password.

2.2　Login Screen

Purpose:　　　　This screen allows you to log into the North Carolina Provider Web Portal.

General
Information:

You are required to have a valid User ID and password in order to access the application and you must login every time you use the portal.

The User ID is your 9-digit provider license number. If you are a non-licensed facility, the User ID is your Facility ID number instead.

Your initial password is the 5-digit zip code of your facility.

The first time you login to the portal, you are automatically directed to the Password Change screen. Follow the instructions in section 2.3 for password change.

User Actions:

1. Enter your User ID. This is your 9-digit license number. If you are a non-licensed facility, the User ID is your Facility ID number instead.

2. Enter your password. For initial login, this is the 5-digit zip code of your facility.

3. Click the blue **Login** button.

2.3   Change Password Screen

Purpose: This screen allows you to change your password on initial login or reset your password if you forget it.

General Information: You will be automatically directed to this screen the first time you access the Portal. After that, you can get to it any time by clicking **Forgot Password** on the Login Screen and then entering the answer to the security question you set up when you first visited the Portal.

The following are requirements when selecting a password.

Required:

- Password length is eight (8) to ten (10) characters
- Minimum one lower case alpha character
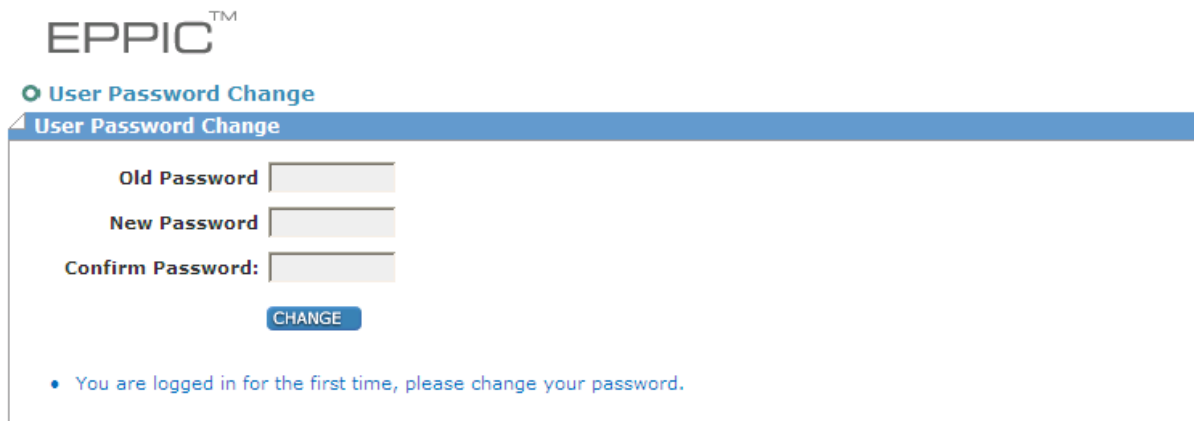- Minimum one number

Allowed but not required:

- Upper case alpha characters
- Special characters (Ex. *, &, %)

Other constraints

- Passwords cannot be repeated within one (1) year after last used
- New passwords cannot be the same as the current password or the previous six (6) passwords

For security reasons, if a password is entered incorrectly three (3) times in a row, the system disables the user account and you will be locked out. If lockout occurs, click on the **Forgot Password** link underneath the blue Login button and follow the instructions in section 2.5. If you remain locked out, your password will automatically reset after midnight or you may contact the Provider Helpdesk to have your password reset.

You will be prompted to change your password at the time of your initial login, and then again every 90 days.

EPPIC™

○ User Password Change

◢ User Password Change

Old Password [   ]
New Password [   ]
Confirm Password: [   ]

[CHANGE]

- You are logged in for the first time, please change your password.

User Actions

1. Enter your current password in the "Old Password" field. (Since this is your initial login, the "Old Password" is still the 5-digit zip code of the facility.)

2. After considering the password requirements, create a new password and enter it in the "New Password" field. Enter that same password again in the "Confirm Password" field and click on the **Change** button.

3. Upon pressing the **Change** button, you will be directed to the Security Question set up screen. Follow the instructions in section 2.4 to set up your security question.

2.4   User Profile Screen

Purpose: This screen assists you in setting up a security question so you can reset your password later if you forget it.

General Information: All information on this screen is required. You must select one of the questions from the drop down menu, answer it in the **Security Answer** box, confirm the answer in the **Confirm Security Answer box**, and click the **Save** button.

The text typed for the **Security Answer** and the **Confirm Security Answer** must match <u>exactly</u>. The text entered for the Security Answer and Confirm Security Answer show as colored dots rather than text for security purposes.

When logging in for the first time, you must set up your security question immediately after changing your original password.

EPPIC™

o User Profile

◢ **User Profile**

Security Question   **Security Answer**   **Confirm Security Answer**

In what city were you born?

SAVE

- You do not have a security question. Please select a question and an answer.
- Successfully changed password.

User Actions:

1. Select a security question from the drop down menu.

2. Enter the answer in the **Security Answer** field and enter that same answer in the **Confirm Security Answer** field. You must enter the answers exactly the same.

3. Click the **Save** button when finished.

4. When the security question has been saved, the system will automatically take you to the Provider Profile screen. This is your indication you have logged into the website successfully.

2.5   Forgot Password - User ID Screen

Purpose: If you forget your password, you can enter your User ID to set a new password with your security question.

General Information: This screen is opened from the **Login Page** by clicking the **Forgot Password?** link under the blue Login button.

All information on this screen is required. You must enter your **User ID** and click the **Submit** button.

Remember: The User ID is your 9-digit provider license number. If you are a non-licensed facility, the User ID is your Facility ID number instead.

If you have forgotten your User ID, contact the Provider Helpdesk for assistance.

Provider Help Line
1-877-606-2776

User Actions

1.   Enter your **User ID**.

2.   Click the **Submit** button.

3.   The system will automatically take you to the security answer screen discussed in the next section. It will prompt you to complete the security question you chose previously.

2.6   Forgot Password - Security Answer Screen

Purpose: The purpose of this screen is to assist you in setting a new password, using the security question you completed previously.

When a password is forgotten, the only option is to select a new password. The portal does not have the ability to email you your old password or notify you of it by some other means. You will simply set a new password.

General Information: This screen opens after you enter your User ID on the Security Question User ID page and click the **Submit** button. From there, the User ID will carry forward as the first field on this screen but is a field you cannot change or edit.

All information on this screen is required. The system defaults to the security question you chose previously. In this screen, the answer to the security question is NOT case-sensitive. Therefore, the answer McCloskey and MCCLOSKEY are the same.

For security purposes, the text entered for the Security Answer appears as colored dots, not text.

If you enter the wrong answer, the system will display an error message indicating that either the User ID or answer is incorrect.

After three (3) failed attempts to answer the security questions correctly, you will be locked out and the system will not start a new session. Contact the Provider Helpline for assistance

If you have forgotten your User ID, contact the Provider Helpdesk.

EPPIC™

O Security Question

Security Question

Please select your security question and provide your security answer.

User ID 02000056

Security Question | What high school did you attend? ▼ |

Security Answer [   ]

SUBMIT   CANCEL

User Actions

1. Enter the answer to the security question in the **Security Answer** field.

2. Click the **Submit** button.

3. Clicking this button takes you to the User Password Change screen shown below. At this point, you will reset your password by choosing a new one. Instructions for completing this screen are described in section 2.7

2.7   Forgot Password - Change Password Screen

Purpose: This screen allows you to select a new password when you have forgotten your old one.

General Information: This screen is opened after you enter the answer to your Security Question and click the **Submit** button. All information on this screen is required. Your new password must meet the following requirements:

Required:

- Password length is eight (8) to ten (10) characters
- Minimum one lower case alpha character
- Minimum one number

Allowed but not required:

- Upper case alpha characters
- Special characters (Ex. *, &, %)

Other constraints

- Passwords cannot be repeated within one (1) year after last used
- New passwords cannot be the same as the current password or the previous six (6) passwords

User Actions

1. Following the password requirements noted above, enter your new password in the **New Password** field.

2. Enter the same password again in the **Confirm Password** field. These two entries must match.

3. Click the **Change** button.

4. Upon clicking the **Change** button, you are immediately returned to the main login screen. (Section 2.2) The **User ID** field will already by populated with your User ID. Enter the new password you just created and click the **Login** button.

5. You will be taken to the Provider Profile home screen. This is your indication you have changed the password and logged in successfully.

2.8   Common Screen Areas

Some common screen features appear on every screen in the Provider Portal. These common areas are explained in this section of this manual.

**Note: These areas do not appear on the Security Question Password Reset screens.

2.8.1 Home Area

In the top, left-hand portion of the screen is the North Carolina SEEK logo area of the portal. Roll your mouse over this area, and when the cursor changes to a hand, you can click anywhere in the blue portion of the screen to take you directly back to the **Main Screen.** You can do this from anywhere in the portal and you will always be returned to the **Main Screen.**

2.8.2 Information Access Sections

The top right hand part of the screen is where you will go to access information in the portal.

Roll your mouse over **Admin** to open a list of the related screens you can access.

Here you will see options "Password Change" and "User Profile" These screens do the following:

Password Change opens the **Password Change Screen** discussed in section 2.3. Using this option here, allows you to manually force a password change at any time.

User Profile opens the **User Profile Screen** discussed in section 2.4.

2.8.3 User Info Area

Moving the mouse pointer over **USER INFO** will display a small pop up window like the one shown here. This window shows your user name, the last time you logged in, and the last time you performed an action on the Portal.
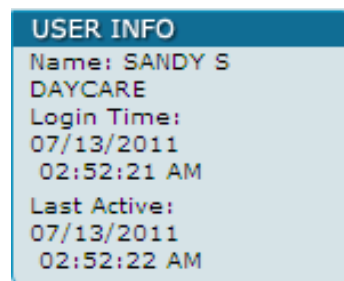
2.8.4 Log-out Area

Clicking on the [Log-out] link on any screen will log you out of the Portal and return you to the **Login Screen**. After clicking this, you will have to log in again in order to use the Portal.

2.8.5 Hyperlinks

Any Portal information shown on the screen in blue type is a hyperlink or link that you can click to go to a new page that gives you more detailed information about the selected item.
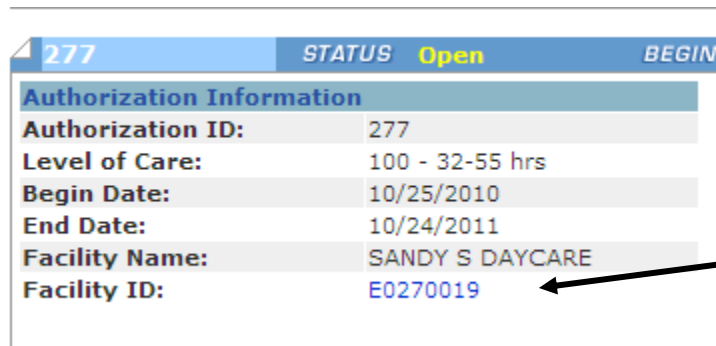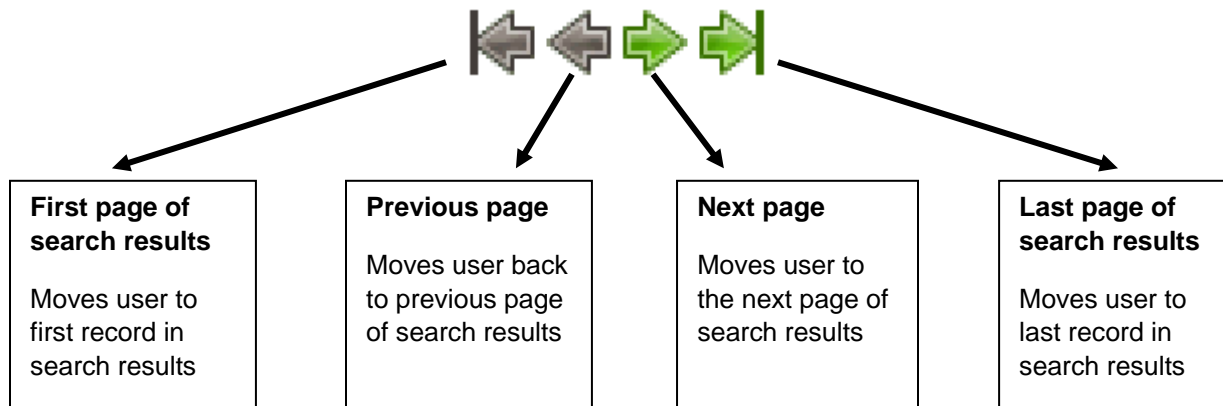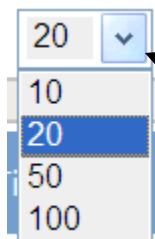
2.9   Navigation and Option Buttons

Several navigation and option buttons will appear on the search result screens in the top left side of the screen. Below is an explanation of these features.

2.9.1 Pagination Features

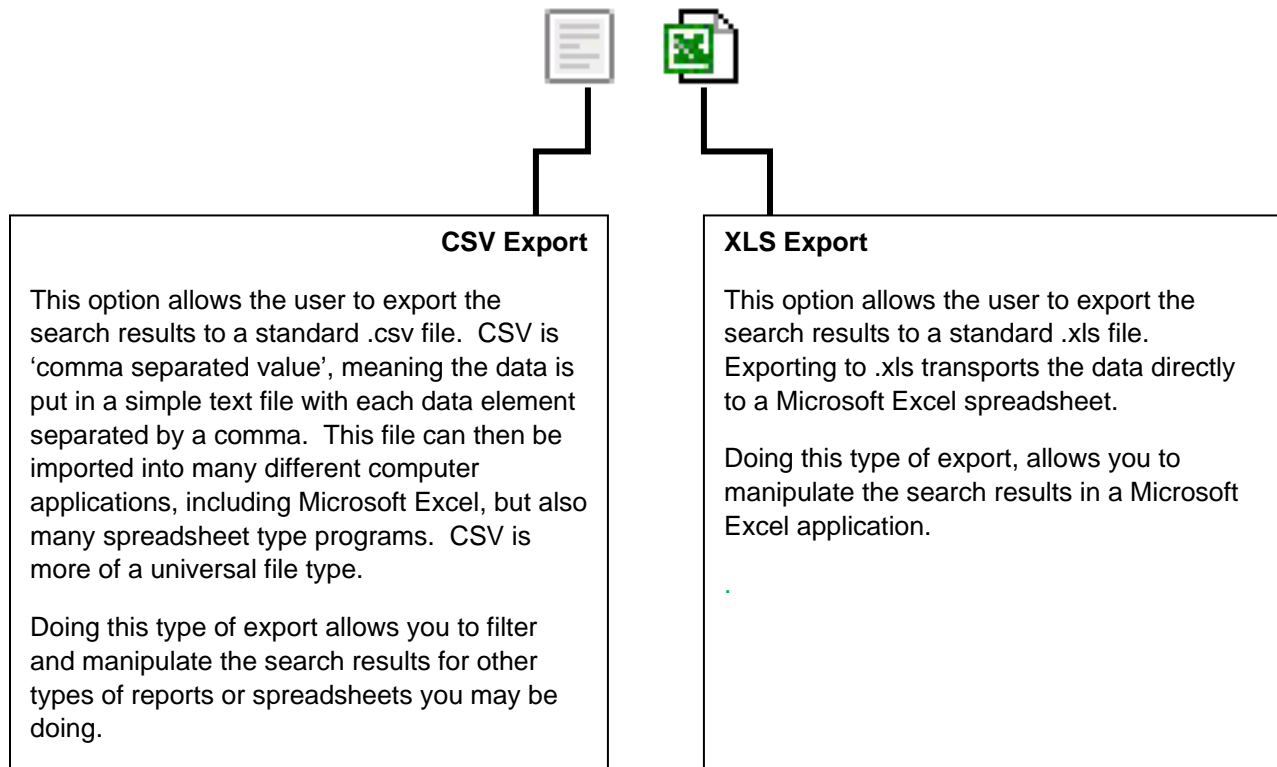| First page of search results	Previous page	Next page	Last page of search results
Moves user to first record in search results	Moves user back to previous page of search results	Moves user to the next page of search results	Moves user to last record in search results

2.9.2 Display Records

This option allows the user to select how many records to display per page of search results. The options are 10, 20, 50, or 100 records per page. The default is 20 records.
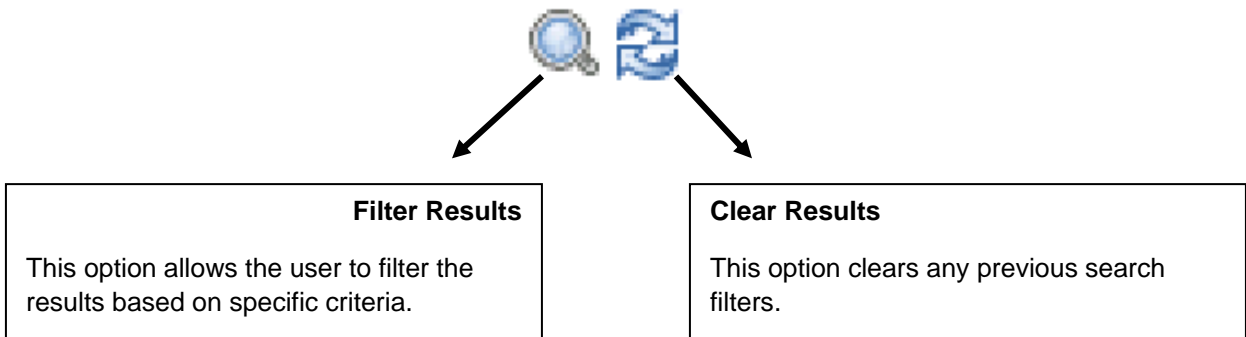
To change the default, select an option from the drop down.

The user may change this option at any time.
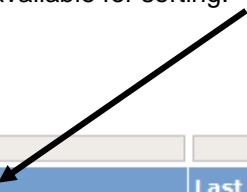
2.9.3 Export Options

CSV Export

This option allows the user to export the search results to a standard .csv file. CSV is 'comma separated value', meaning the data is put in a simple text file with each data element separated by a comma. This file can then be imported into many different computer applications, including Microsoft Excel, but also many spreadsheet type programs. CSV is more of a universal file type.

Doing this type of export allows you to filter and manipulate the search results for other types of reports or spreadsheets you may be doing.

XLS Export

This option allows the user to export the search results to a standard .xls file. Exporting to .xls transports the data directly to a Microsoft Excel spreadsheet.

Doing this type of export, allows you to manipulate the search results in a Microsoft Excel application.

.

2.9.4 Other Results Options

Filter Results

This option allows the user to filter the results based on specific criteria.

Clear Results

This option clears any previous search filters.

2.9.5 Column Sort

Most columns in the search results are available to sort. Roll the cursor over the blue header of each column and if the cursor changes to a hand, that column is available for sorting. Once the column has been sorted, a white arrow will appear next to the column header.
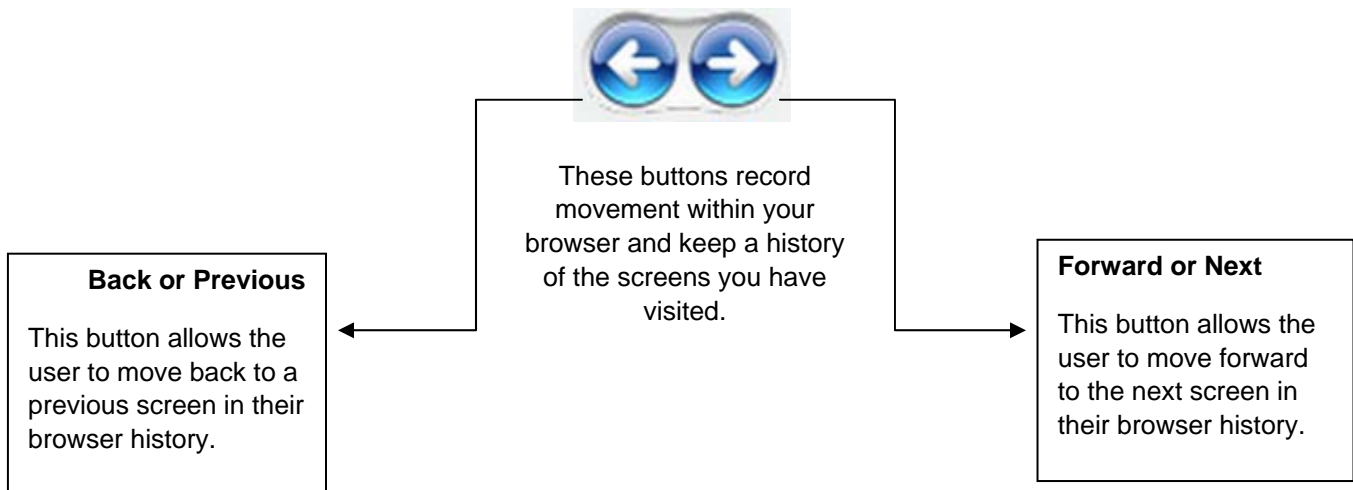
Case ID ▲	Auth ID	Child #	Child Name ▲	Last Activity	Trans Type
002001976	21	01	CHARLENE THOMASON	05/17/2011 19:01:27	
002003424	59	01	JENNIFER DEFIBAUGH	05/17/2011 19:01:26	
002003424	60	02	NATHANIEL DEFIBAUGH	05/17/2011 19:01:26	
002003682	78	01	KATIE HUDGINS	05/17/2011 19:01:24	

2.9.6 Browser Buttons

Most internet browsers (Internet Explorer, Firefox, etc.) have "Back" and "Forward" buttons; sometimes called, "Next" and "Previous" buttons. These functions work within the Provider Web Portal also to allow for easy navigation between screens.

For purposes of this manual, the buttons used in Internet Explorer are featured in this section.

These buttons record movement within your browser and keep a history of the screens you have visited.

Back or Previous

This button allows the user to move back to a previous screen in their browser history.

Forward or Next

This button allows the user to move forward to the next screen in their browser history.

3.0 PROVIDER SCREENS

3.1 Provider Profile

Purpose: This screen displays your provider profile. It is often referred to as the "Home Screen."

General Information: This screen contains general demographic information about your facility. I.e. facility name, address, phone number, etc. If you believe something on this screen is incorrect, contact your local LPA or licensing consultant.

Once logged into the Provider Portal, the Provider Profile information is displayed. From the Provider Profile screen, the user can perform the following functions:

- View the Attendance Transactions Report

- View the Authorizations Report

Action Buttons	Function
AUTHORIZATIONS	This button opens the **Provider Authorizations Report.**

Action Buttons	Function
TRANSACTION	This button opens the **Provider Transaction Search Screen.**
Browser [Back] or [Forward] button	These buttons allow you to move to the Next Screen or Previous Screen in your browser history. (Refer to section 2.9.6)

3.2 Provider Authorization Report

Purpose: This screen displays a list of children authorized at your facility.

General Information:

Ordering of results is as follows:

1. By Case ID
2. By Child Number (#)

The **Case ID** and **Authorization ID** are system generated numbers that occur when the information comes into the SEEK program from the state's eligibility system.

The **Child Number** is a system assigned number. At the time of conversion to SEEK, existing children on the case are assigned a number beginning at 01, 02, 03 and so on – from youngest to oldest child on the case. New children added to the case after that, will be assigned the next number in numerical order for the case, regardless of their age within the family at that time.

The **Child Name** field links to the Child Authorization Profile screen. Roll your cursor over the child's name. When the underline appears, click on the link and you will be taken to the Authorization Profile for that child. Refer to section 3.3 for more instructions.

The **Last Activity** field displays the date and time there was activity associated with the authorization. This could include an information update to the authorization, or an actual swipe of the SEEK card.

The **Transaction Type** field shows the most recent SEEK card transaction at your provider facility for each authorization. Some possible entries are:

- IN or OUT – Standard Check In or Check Out

- SAF IN/OUT - Check In or Check Out captured in the Store and Forward or SAF mode. Refer to your Provider User Manual for further detail on the SAF feature.

- P/IN or P/OUT - Previous Check In or Previous Check Out

Action Buttons	Function
Child Name	Clicking on the Child's Name opens the **Child Authorization Profile Screen**.
DETAILS	This button opens the **Provider Profile Home Screen**.
TRANSACTION	This button opens your **Provider Transaction Search Screen**.

3.3 Child Authorization Profile

Purpose:	This screen shows the authorization details for a particular child.
General Information:	The top portion of the screen displays known demographic information for the child, such as; name, address, date of birth.

The **Child #** is also located on this screen. This may be helpful if you have a parent at the counter who has forgotten their child's number at the time they are swiping.

The **Protective Custody Flag** appears on this screen as either a Y (Yes) or N (No).

The bottom portion of the screen contains blue banner rows showing all open or closed authorizations for the child. Use the '+' button to expand the banner and see details of the authorization as shown below.

** Note the **blue** hyperlink on this screen. Clicking here will return you to the Provider Profile screen. For a reminder of the hyperlink feature, refer to section 2.8.5.

This + or – sign allows the user to expand or close the entry

The banner will display the status of the authorization as open or closed.

The banner will display the begin date of the authorization.

The banner will display the end date of the authorization.

Action Buttons	Function
DETAILS	This button opens the **Provider Profile Home Screen**.
TRANSACTION	This button opens the **Provider Transaction Search Screen**.

When the user clicks the **Transaction** button located at the bottom of the **Child Authorization Profile** screen, you will receive the screen below.

The same information appears in the top two sections of the screen, but a new search section has been added to the bottom. See the red lined box below. This is called the **Provider Transaction Search** screen.

3.4   Provider Transaction Search Screen

Purpose: This screen allows you to search for transactions within the last 90 days. You can run the report for all cases, or request transactions for a specific case number.

General Information: This is an inquiry screen that is available from other places within the portal. It can be accessed from the Child Authorization Profile screen that was discussed above and it can be accessed from the Provider Profile home screen. Sample 2 below is an example of this.

To execute a search, enter the date range you would like in the Start Date and End Date fields. The date must be entered in MM/DD/YYYY format. This means you must have a 2 digit number for the month and day and a 4 digit number for the year. For example: 05/02/2011 would represent May 2, 2011.

You can enter either a date range, or a case ID#, or both.

For example, if you'd like to retrieve a report of all transactions in the month of June, you would enter 06/01/2011 in the "Start Date" field and then 06/30/2011 in the "End Date" field and then press the **Search** button. You can leave the Case # field blank in this example.

Alternatively, you could leave the date fields blank and enter a Case # only to retrieve a list of all transactions on that Case #.

Further actions are described below.

Enter search dates here according to the format above

Enter Case # here to search for a specific

Action Buttons	Function
SEARCH	Click the Search button when you are ready to begin the search. This executes the search and brings back the records you have requested.
RESET	This button clears all information entered and resets the search screen to accept new dates or a new case #.
CANCEL	This button cancels the search.

3.5 Provider Transaction Report

Purpose: This report shows all transactions that have occurred at your facility.

General Information:

Order of the results is as follows:

- Date/Time of transaction
- Case ID#
- Child Name
- Child #

Any of these columns can be sorted and reordered on by clicking in the blue header area of the column as explained in Section 2.9.5

The **Trans Type** field shows the type of activity on the card at the facility. Some possible entries are:

- IN/OUT (Check In/ Check Out)
- P/IN or P/OUT (Previous Check In or Previous Check Out)
- SAF OUT (Check Out the occurred while the device was in Store and Forward mode)

If a swipe was done as a "Previous" transaction, the date and time the Previous In/Out swipe actually occurred in shown in the **Entry Date/Time** field

The **Response** column notes the response received from the POS machine. See section 3.5.3 for a list of POS Response codes.

As a reminder, the results of this report can be exported to a .csv file or a .xls file as explained in section 2.9.3. The buttons are noted below in the red circle.

3.5.1 Transaction Report – Sample 1

Trans Date/Time	Case ID	Child Name	Child #	Trans Type	Entry Date/Time	Response
06/03/2011 04:01 PM	002007020	MARIA CANTRELL	01	OUT		(00) SUCCESS/APPROVED
06/03/2011 11:41 AM	002007020	MARIA CANTRELL	01	IN		(00) SUCCESS/APPROVED
05/28/2011 03:30 PM	002007020	MARIA CANTRELL	01	P/OUT	06/03/2011 11:40 AM	(00) SUCCESS/APPROVED
06/03/2011 11:40 AM	002007020	MARIA CANTRELL	01	OUT		(DD) CHECK-IN EXISTS
06/03/2011 11:39 AM	002007020	MARIA CANTRELL	01	IN		(A8) Check-In Exists
06/03/2011 10:56 AM	002007020	MARIA CANTRELL	01	IN		(A8) Check-In Exists
05/30/2011 03:30 PM	002007020	MARIA CANTRELL	01	P/OUT	06/03/2011 10:56 AM	(DD) CHECK-IN EXISTS
06/03/2011 10:47 AM	002007020	MARIA CANTRELL	01	OUT		(DD) CHECK-IN EXISTS
06/03/2011 10:46 AM	002007020	MARIA CANTRELL	01	IN		(A8) Check-In Exists
06/03/2011 10:46 AM	002007020	MARIA CANTRELL	01	OUT		(DD) CHECK-IN EXISTS
05/28/2011 01:47 PM	002007020	MARIA CANTRELL	01	IN		(00) SUCCESS/APPROVED
05/28/2011 01:47 PM	002007020	MARIA CANTRELL	01	OUT		(00) SUCCESS/APPROVED
05/28/2011 09:10 AM	002007020	MARIA CANTRELL	01	IN		(00) SUCCESS/APPROVED
05/23/2011 09:15 AM	002005257	PETON COBOS-DIAZ	02	P/OUT	05/27/2011 09:11 AM	(00) SUCCESS/APPROVED
05/23/2011 09:15 AM	002005257	JACOB COBOS-DIAZ	01	P/OUT	05/27/2011 09:11 AM	(00) SUCCESS/APPROVED
05/23/2011 09:10 AM	002005257	PETON COBOS-DIAZ	02	P/IN	05/27/2011 09:09 AM	(00) SUCCESS/APPROVED
05/23/2011 09:10 AM	002005257	JACOB COBOS-DIAZ	01	P/IN	05/27/2011 09:09 AM	(00) SUCCESS/APPROVED
05/27/2011 09:08 AM	002005257	PETON COBOS-DIAZ	02	OUT		(00) SUCCESS/APPROVED
05/27/2011 09:08 AM	002005257	JACOB COBOS-DIAZ	01	OUT		(00) SUCCESS/APPROVED
05/27/2011 08:23 AM	002005257	PETON COBOS-DIAZ	02	IN		(00) SUCCESS/APPROVED

Results 1 - 20 of 41.

3.5.2   Transaction Report – Sample 2

This is a sample of the Transaction Report when it has been run through the **Provider Profile** screen. The Transaction Report always appears the same, regardless of where from the report originates.

Trans Date/Time	Case ID	Child Name	Child #	Trans Type	Entry Date/Time	Response
06/03/2011 04:01 PM	002007020	MARIA CANTRELL	01	OUT		(00) SUCCESS/APPROVED
06/03/2011 11:41 AM	002007020	MARIA CANTRELL	01	IN		(00) SUCCESS/APPROVED
06/03/2011 11:40 AM	002007020	MARIA CANTRELL	01	OUT		(DD) CHECK-IN EXISTS
06/03/2011 11:39 AM	002007020	MARIA CANTRELL	01	IN		(A8) Check-In Exists
06/03/2011 10:56 AM	002007020	MARIA CANTRELL	01	IN		(A8) Check-In Exists
06/03/2011 10:47 AM	002007020	MARIA CANTRELL	01	OUT		(DD) CHECK-IN EXISTS
06/03/2011 10:46 AM	002007020	MARIA CANTRELL	01	IN		(A8) Check-In Exists
06/03/2011 10:46 AM	002007020	MARIA CANTRELL	01	OUT		(DD) CHECK-IN EXISTS

Results 1 - 8 of 8.

3.5.3 POS Response Codes

The following are response codes that come from the POS device depending on the transaction being performed. These are codes you may see in the Response column on the Transaction reports discussed above. Some of these codes represent success with a transaction while most represent some type of denied or error message. The following is a description of each column in the table:

- The first column is a two digit code assigned to the message. This code usually appears above or before the message text.
- The second column is the actual text of the response message. This will appear in the Response column of the transaction reports discussed in Section 3.5.
- The third column describes the type of message. As mentioned above, some of these messages represent success in a transaction while many of them represent an error or denied function.
- The final column is a description of what the message means.

Response Code	Response Message	Type of Message	Description
00	SUCCESS/APPROVED	Success	Transaction passed all business rules and is approved.
01	SUCCESS/DENIAL	Success With denial	Overall request was processed properly by the host. One or more of the sub-transactions was not approved, e.g. one of the two person numbers was invalid.
55	INVALID PIN	Denied	Invalid PIN or PIN not selected
56	CARD NOT FOUND	Denied	Card number not found in the system.
75	PIN TRIES EXCEEDED	Denied	Bad PIN try count is over a predefined threshold.
A0	AUTH NOT FOUND	Denied	Child authorization not found.
A4	CARD NOT ACTIVE	Denied	Card is not active
AB	TRXN NOT FOUND	Denied	The entered transaction that is to be voided cannot be found in the system.
BB	BACKSWIPE ERROR	Denied	The attendance date of the previous check in/out is outside the backswipe period.
BE	VOID PERIOD ERROR	Denied	Can't void transactions that are outside the void period.
D0	INVALID PROVIDER	Denied	The provider is not authorized for the entered transaction.
D1	UNKNOWN POS DEVICE	Denied	The POS sending the request is not identifiable by the host.
DC	PROVIDER INACTIVE	Denied	The provider is not authorized to accept attendance.

Response Code	Response Message	Type of Message	Description
DD	CHECKOUT MISSING MM/DD	Denied	This is caused by a check-in attempt where an open check-in exists within the backswipe period.
DE	OVERLAPPING CARE	Denied	A previous check-in/out is being attempted between an existing check-in/check-out span, creating an overlap in the service dates and/or times.
E1	ALREADY VOIDED	Denied	All paired attendance transactions with check-ins for the void date have already been voided.
ED	CHECK-IN NOT FOUND	Denied	A check-out cannot be performed without a check-in first.
95	SYSTEM ERROR-RETRY	Error	Host database error. Transaction was not processed. Try again later.

4. HELP

- For further assistance with the NC SEEK Provider Web Portal, call the Provider Help Line at:
  1-877-606-2776